Bangalore Electricity Supply Company Limited

(Wholly owned by Government of Karnataka Undertaking)

No: BESCOM/BC-48/GM(CR)/2025-26/3703-3706
Encl:

Office of the
General Manager (CR)
BESCOM, Corporate Office,
Bengaluru - 560 001
Date: 05 DEC 2025

Proceedings of the pre-bid meeting held on 27.11.2025 @ 11:30 AM at conference hall, 3rd Floor, Belaku Bhavana, Corporate Office, K.R Circle BESCOM, Bengaluru in respect of tender for "Availing Services to the BESCOM Customer Helpline located at Centre of Excellence, HSR layout, Bengaluru on turnkey basis" invited vide Tender enquiry No: BESCOM/2025-26/SE0249/CALL-2.

At the outset, The **General Manager (Elec.), Customer Relation, BESCOM** being in the Chair, welcomed the prospective Bidders present in the meeting.

The General Manager (Elec.), Customer Relation, brought to the notice of the prospective Bidders that, as per the approval, the tender was invited vide bid enquiry number : BESCOM/2025-26/SE0249/CALL-2 and the same has been published in KPPP portal on 21.11.2025, due date for submission of bid is scheduled on **08.12.2025**, date of opening of Pre-Qualification bid is scheduled on or after **09.12.2025** and date of opening of Technical bid is scheduled on or after **12.12 .2025** and that the amount put to tender for this Helpline centre work is **Rs. 50.73 Crores for two years.**

As per the tender norms, the pre bid meeting was held on 27.11.2025 @ 11:30 Hrs and the following prospective Bidders have attended the pre bid meeting.

Sl. No.	Name of the Prospective Bidders
1.	M/s. Altruist Technologies Pvt. Ltd., Haryana
2.	M/s. ICCS Digi X Limited
3.	M/s. BVG India Limited
4.	M/s. KSF-9 Corporate Services Pvt. Ltd., Bengaluru
5.	M/s. Meru Info Solutions, Bengaluru

Some of the prospective Bidders have sent their queries to this office / through e-mail and some are submitted during the meeting. The queries raised w.r.t tender documents and clarifications to be issued are enclosed as Annexure – 1.

The necessary clarifications consequent to the pre bid queries shall be issued in the KPP Portal against the enquiry No. : BESCOM/2025-26/SE0249/CALL-2.

General Manager (Elec.),
Customer Relation, BESCOM.

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Copy to:

1. The Chief General Manager (CA& MIS), Corporate Office, BESCOM.
2. The TA/PS to MD, BESCOM to place before the Managing Director, BESCOM for kind information
3. The PS to D(T), BESCOM to place before the Director (Technical), BESCOM for kind information
4. The PS to D(F), BESCOM to place before the Director (Finance), BESCOM for kind information
5. M/F.

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Bangalore Electricity Supply Company Limited

(Wholly owned by Government of Karnataka Undertaking)

No: BESCOM/BC-48/GM(CR)/2025-26/3702
Encl:

Office of the
General Manager (CR)
BESCOM, Corporate Office,
Bengaluru- 560 001
Date: 05 DEC 2025

Pre-Bid clarifications for **"Availing Services to the BESCOM Customer Helpline located at Centre of Excellence, HSR layout, Bengaluru on turnkey basis"** in respect of Tender Enquiry No: BESCOM/2025-26/SE0249/CALL-2.

Sl. No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
1	As mentioned in the IFB 4.1 Tender Processing Fee and Bid Security (Earnest Money Deposit) Page No. 17 & 18: Bids shall be accompanied by Tender Processing Fee, for an amount as mentioned in the Karnataka Public Procurement Portal platform and Bid Security (EMD) for an amount @ 1% of the amount put to tender i.e., Rs. 50,73,000.00 shall be submitted through any of the e-payment modes mentioned in the Karnataka Public Procurement Portal up to Rs. 10 lakhs and balance shall be submitted to this office in the form of Bank Guarantee	(1) Request to reduce EMD from 1% to 0.5% of tender value to enable more participation & healthy competition among bidders (2) Request to allow payment of complete (100%) EMD amount via Bank Guarantee. (3) For generating SFMS code for Bank Guarantee, Department's Bank Name, Account Number, IFSC Code is required. Please share.	(1) Tender condition prevails (2) Tender condition prevails (3)The BESCOM's Bank details are as below: Bank Name: State Bank of India. Branch Name: CBAB Complex branch. Cauvery Bhavan, Bangalore-560009. IFSC Code: SBIN0006861. Account Number: 10356451535. **If the Account details are sought for SFMS (Structured Financial Messaging System) services the IFSC Code to be mentioned is SBIN0006861. Whereas the Account number is the same as mentioned above (10356451535).** **Regular branch code is SBIN0003182.**
2	As mentioned in the IFB 11.3 Eligibility Criteria / Pre-Qualifying Requirement: I Technical Requirements Page No. 25: Bidder as a prime contractor should have satisfactorily completed at least one similar work of providing Manpower services to 24x7 Helpline Centre / Call Centre / Control Room to any Government entities / PSUs / DISCOMs of value not less than Rs. 25.00 Crores during the last 5 years.	For increasing healthy competition among bidders and give fair chance to all, request to reduce the value of project to Rs. 20 Crores OR allow cumulative value of two similar works not less than Rs. 25 Crores.	Tender condition prevails

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Sl. No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
	Note: Updated to the FY in which the tenders are invited. The value of the completed works shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited		
3	As mentioned in the IFB 11.3 Eligibility Criteria / Pre-Qualifying Requirement: I Technical Requirements Page No. 25: Bidder should have provided at least 370 numbers (80% of the total Man Power Requirement of 462 numbers) of Manpower services to 24x7 Helpline Centre / Call Centre / Control Room for any Government entities / PSUs / DISCOMs in any one year, during the FY 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25	(1) Our understanding is that multiple projects can be considered in this criteria. Kindly confirm. (2) In certain State DISCOM's there is higher manpower requirement in Summer Peak Months and lower requirement in winter months, so our suggestion is to accept higher deployment count as indicative of the entire year's deployment as that is perfect way to showcase service provider's capability to fulfil the requirement. (3) For increasing healthy competition among bidders, request to reduce the manpower count to 300.	Tender condition prevails, it is clarified that 370 numbers of Manpower should have provided to any of the 24x7 Helpline Centre / Call Centre / Control Room single project in any one year during the previous 5 years.
4	As mentioned in the IFB 11.3 Eligibility Criteria / Pre-Qualifying Requirement: II Financial Requirements Page No. 26: The available tender capacity of the Bidder should be more than the total tender value. The available tender capacity will be calculated as under: Assessed available tender capacity = (A x N x1.5 - B) Where, A = Maximum value of works executed in any one year during the last five years ((updated to FY 2025-26 price level) taking into account the completed as well as works in progress. N = Number of years prescribed for completion of the works for which tenders are invited. B = Value, at FY-2025-26 price level, of existing commitments and on-going works to be completed during the next 2 years (period of completion of the works for which Tenders are invited) Requisite Documents to be uploaded by the Bidder: The bidder shall upload statements showing the value of existing	Ideally the revenue (Turnover) of a contact centre is purely from Call centre services, hence turnover certificate showcasing the value should suffice the "tender capacity of bidder" criteria. Hence our understanding is that Turnover Certificate with UDIN mentioning that complete revenue generated is from contact centre services should be sufficient as an evidence. Please confirm.	Tender condition prevails, it is clarified that 'A' refers to the highest Annual Turnover in any one year during the last five years (updated to FY 2025-26 price level).

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Sl. No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
	commitments and on-going works as well as the stipulated period of completion remaining for each of the works listed should be countersigned by the Employer in charge, not below the rank of an Executive Engineer or equivalent or by the Chartered Accountant and the details shall be filled in the format enclosed as Sch-3 (6 of 6) of Techno-Commercial sheet.		
5	As mentioned in the ITB 36.0 & 36.1 Page No. 24: Contract Performance Guarantee:The Contract Performance Guarantee amount shall be equal to FIVE percent (5%) of the Annual Contract value and it shall guarantee the faithful Performance of the Contract in accordance with the Terms and Conditions specified in these Documents and Specifications.	Request to amend the clause as mentioned below:- The Contract Performance Guarantee amount shall be equal to FIVE percent (5%) of the Total Contract value.	Tender condition prevails
6	As mentioned in the IFB 11.3 Eligibility Criteria / Pre-Qualifying Requirement: I Technical Requirements Page No. 25: Bidder should have provided at least 370 numbers (80% of the total Man Power Requirement of 462 numbers) of Manpower services to 24x7 Helpline Centre / Call Centre / Control Room for any Government entities / PSUs / DISCOMs in any one year, during the FY 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25	Bidder should have provided at least 100 numbers of Manpower Services to 24x7 Helpline Centre/ Call Centre/ Control Room for any Government entities/ PSUs/ DISCOMs in any one year, during the FY 202-21, 2021-22, 2022-23, 2023-24 and 2024-25.	Tender condition prevails
7	As mentioned in the IFB 11.3 Eligibility Criteria / Pre-Qualifying Requirement: I Technical Requirements Page No. 24: The Bidder should have minimum 5 years of experience in providing manpower services to 24x7 Helpline Centre/ Call Centre/ Control Room to any Government entities/ PSUs/ DISCOMs as on date of bid submission	ವಿವಿಧ ವೃಂದದ ಮಾನವ ಸಂಪನ್ಮೂಲ ಸೇವೆ ಒದಗಿಸಿರುವ ಅನುಭವವನ್ನು ಪರಿಗಣಿಸಬೇಕೆಂದು ಕೋರಲಾಗಿದೆ	Tender condition prevails
8	As mentioned in the IFB 11.3 Eligibility Criteria / Pre-Qualifying Requirement: I Technical Requirements Page No. 25: Bidder as prime contractor should have satisfactorily completed at least on similar work of providing manpower services to 24x7 Helpline Centre/ Call Centre/ Control Room to any Government entities/ PSUs/ DISCOMs of value not less than Rs.25.00 Crores during the last 5 years. Note: Updated to the FY in which the tenders are invited. The value of the completed works shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	ವಿವಿಧ ವೃಂದದ ಮಾನವ ಸಂಪನ್ಮೂಲ ಸೇವೆ ಒದಗಿಸಿರುವ ಅನುಭವವನ್ನು ಪರಿಗಣಿಸಬೇಕೆಂದು ಕೋರಲಾಗಿದೆ	Tender condition prevails
9	As mentioned in the IFB 11.3 Eligibility Criteria / Pre-Qualifying Requirement: I Technical Requirements Page No. 25: Bidder should have provided at least 370 numbers (80% of the total Man Power Requirement of 462 numbers) of Manpower services to 24x7 Helpline Centre/ Call Centre/ Control Room for any Government	ವಿವಿಧ ವೃಂದದ ಮಾನವ ಸಂಪನ್ಮೂಲ ಸೇವೆ ಒದಗಿಸಿರುವ ಅನುಭವವನ್ನು ಪರಿಗಣಿಸಬೇಕೆಂದು ಕೋರಲಾಗಿದೆ	Tender condition prevails

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Sl. No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
	entities/ PSUs/ DISCOMs in any one year, during the FY 2020-21, 2022-23, 2023-24 and 2024-25.		
10	As mentioned in the IFB 11.4 Technical Evaluation Criteria Page No. 31: Experience: A) Minimum 5 years of experience in providing Manpower services to 24x7 Helpline Centre/ Call Centre/ Control Room to any Government entities/ PSUs/ DISCOMs as on date of bid submission. B) Minium 5 years of experience in providing Manpower services to 24x7 Helpline Centre/ Call Centre/ Control Room to any Goverment entities/ PSUs/ DISCOMs as on date of bid submission	ವಿವಿಧ ವೃಂದದ ಮಾನವ ಸಂಪನ್ಮೂಲ ಸೇವೆ ಒದಗಿಸಿರುವ ಅನುಭವವನ್ನು ಪರಿಗಣಿಸಬೇಕೆಂದು ಕೋರಲಾಗಿದೆ	Tender condition prevails
11	As mentioned in the IFB 11.4 Technical Evaluation Criteria Page No. 32: Past Performance: a) Bidder as a prime contractor should have satisfactorily completed at least on simiar work of providing manpower services to 24x7 Helpline Centre/ Call Centre/ Control Room to any Government entities/ PSUS/ DISCOMs of valid not less than Rs. 25.00 Crores during the last 5 years Note: Updated to the FY in which the tenders are invited. the value of the completed works shall be given a weight of 10% per year to bring them to the price level of the FY in which the tenders are invited	ವಿವಿಧ ವೃಂದದ ಮಾನವ ಸಂಪನ್ಮೂಲ ಸೇವೆ ಒದಗಿಸಿರುವ ಅನುಭವವನ್ನು ಪರಿಗಣಿಸಬೇಕೆಂದು ಕೋರಲಾಗಿದೆ	Tender condition prevails
12	As mentioned in the IFB, Tender Processing Fee and Bid Security (Earnest Money Deposit) Page No. 18: 4.2 The EMD Payment up to Rs. 10 Lakhs shall be made through any of the following modes of e-Payment. 4.3 Balance amount of EMD Rs. 40,73,000.00 is to be provided in the form of Bank Guarantee valid for 45 days beyond the prescribed Period of validity for the Bid including Period of Extension, if any. 4.4 The bidder shall upload the scanned the copy of the Bank Guarantee towards EMD in the slot provided for BG in Karnataka Public Procurement Portal failing which the offer will be rejected in the E-portal. 4.5 Also, the Bidders shall ensure that the Bank Guarantee towards EMD shall be sent in original to the General Manager Elec., Customer Relation, 4th Floor, Corporate Office, BESCOM, Bengaluru so as to reach within the due date and time notified for submission of bid through Karnataka Public Procurement Portal i.e on or before 08.12.2025, 11:00 Hrs in a sealed cover, failing which the Technical bids submitted	We respectfully submit this request regarding the Earnest Money Deposit: We had earlier submitted a Bank Guarantee (BG) Bank Guarantee No: 80361GP251114202 Issuing Bank: Kotak Mahindra Bank, Peenya Industrial Estate Date of Issue: 13.10.2025 Amount: Rs.40,73,000/- (Rupees Forty Lakhs and Seventy Thousand Only) Validity: Until 30.09.2026 Towards the EMD for the previously published tender in the same name. The said Bank Guarantee remains valid until 30.09.2026, Which sufficiently meets the validity requirement as per the tender clause prescribed for the re-called tender	Tender Condition prevails, it is clarified that if the validity of the BG is up to the date specified in the tender, then same can be acceptable subject to the condition that the necessary correction in the tender enquiry number is to be got corrected from the issuing Bank.

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Sl. No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
	through Karnataka Public Procurement Portal will not be opened.	as well. In view of this, we kingly request BESCOM to accept the previously submitted BG as the EMD for the re-called tender, as its validity period continues to comply with the stipulated clause and ensures full security coverage as required. We assure you of our continued commitment to fulfilling all tender obligation and compliance requirements. We request your kind consideration and approval for the same	

General Manager (Elec.),
Customer Relation, BESCOM

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